

FW: Pros and Cons Analysis on Chatbot APIs

Roham Hosseini

Mon 17/01/2022 11:18

To: Daryl Loo <daryll@digicor.com.au>; Nicholas Lim <nicholasl@digicor.com.au>;

Cc: Richard Huang <richardh@digicor.com.au>;

📎 1 attachments (447 KB)

Pros and Cons Analysis - Chatbot APIs.pptx;

Hi Team,
This is the research that has been done in the past.

Kind regards,
Roham

Roham Hosseini
Marketing Manager



📞 Need some help?

[Click here to book a call with me or schedule a meeting](#)



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From: Veena Nair
Sent: Thursday, 22 April, 2021 6:00 PM
To: Roham Hosseini <Rohamh@digicor.com.au>
Subject: Pros and Cons Analysis on Chatbot APIs

Hi Roham,

I worked on demo bots with these 5 APIs - Facebook messenger API, Artibot.ai, Microsoft QnA, Google Dialogflow, IBM Watson Conversation and Botsify. I would recommend using Facebook Messenger API with the Chat plugin for this use case. Please find more details along with some of my observations in the attached PPT.

Thanks and regards,
Veena

From: Veena Nair
Sent: 14 April 2021 09:30
To: Roham Hosseini
Subject: Re: Challenges in Chatbot Project

Hi Roham,

Sure, I will work on this and send you the report in a week's time.

Thanks and regards,
Veena

From: Roham Hosseini
Sent: 14 April 2021 09:11:09
To: Veena Nair
Subject: RE: Challenges in Chatbot Project

Hi Veena,
Kindly can you please do pros and cons analysis with estimated budget and required resources based on each scenario?
Kind regards,
Roham

DiGiCOR

Roham Hosseini
Marketing Manager
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From: Veena Nair
Sent: Monday, 12 April, 2021 1:22 PM
To: Roham Hosseini <Rohamh@digicor.com.au>
Subject: Challenges in Chatbot Project

Hi Roham,

I tried to reach out to many people in my network in the past weeks, in the hope of finding someone with experience in chatbot building who could help/guide me in the process. I could talk to 2 people who are experienced in this, but due to their personal/professional commitments they are not in a position to help me with this project right now. I had the opportunity to talk to these 2 acquaintances (one of whom is a chatbot specialist by profession). We had a detailed discussion on this use case, possible approaches, pros and cons of each and on the challenges involved.

I wanted to share some of the common suggestions/opinions that were shared by them:

1. Keeping in mind the different components of a bot's architecture and the fact that we currently do not have a resource who has hands-on knowledge of designing and implementing a functional end-to-end bot (who can work on it or at the least provide guidance), building this bot from scratch would not be a suggested approach
2. Building a bot from scratch is also time intensive and could take minimum of 5 to 6 months
3. They both suggested using a chatbot API like **Microsoft qna, Google chat API or IBM Watson** to build this. These are pre-inbuilt tools which helps in building fully functional end-to-end bots and assists easier integration with different UI frameworks
4. The work involved here would be creating the **dialogflows** best suited for the use case and training the bot using the dataset, followed by integration. This could be done in a timeframe of 1 to 2 months (depending on the knowledge of the person working on it). An amateur could also learn to work on these tools (with the support of the right documentations)

Roham, would you please be able to help me decide on how to move this forward? I am finding it challenging to work on the project with learning-by-doing and with online resources alone. I need some guidance at certain portions of this project.

Having worked on a bot using a chatbot API/pre-inbuilt tools before, I do agree that this is the best approach to follow for this use case, but this would not be relevant to my domain of data science or to the objective of my internship. This would be a great learning experience for someone who is interested in working in these technologies.

Please share your thoughts on this and advise on the way forward.

Thanks and regards,
Veena